



Reevy Hill Primary School

Complaints Procedure

OUR VISION

To ensure a fair process which encourages feedback in order to continually improve for all stakeholders

Responsibility for Review: Headteacher

Relationship to other Policies	Date	Status
	February 2018	Governor Approval Pending
	February 2021	Review

Complaints Procedure

General Principles

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To allow for a proper investigation, concerns and complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than three months after the event, being complained of, will not be considered.

Raising a concern or complaint

1. Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Head Teacher (or the Chair of Governors, if the complaint is about the Head Teacher). This can be done via the "Tell Us" page on the website, via the school phone contact or by appointment via the office.

If you are uncertain about who to contact please seek advice from the school office.

2. Formal Stage

If your complaint is not resolved at the informal stage you must put the complaint in writing and pass it to the Head Teacher, (or to the Governing Body, for the attention of the Chair, if the complaint is about the Head Teacher) who will be responsible for ensuring that it is investigated appropriately.

A Complaint Form is provided below to assist you.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Formal Stage Continued

Please pass the completed form to the Headteacher, in a sealed envelope as soon as possible. The Headteacher (Or Chair) may invite you to a meeting to clarify your concerns and to seek an informal resolution, if you accept that invitation; you may be accompanied by a friend or family member to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved at that meeting. If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing within 5 days of the school receiving your formal complaint, of how the school intends to proceed.

Any investigation will begin as soon as possible and when concluded you will be informed of the outcome.

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school in handling the

complaint. Any such request should be made to the Governing Body within 10 days. A Review Request form is available from the school office.

Review Process

Any review of the process followed by the school will be conducted by 3 members of the governing body. The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representation will be considered. The procedure is as follows

- The panel will receive written evidence from the complainant
- The panel will then invite written representatives of the school (usually Headteacher or Chair of Governors), as appropriate to make a response to the complaint.
- The panel may also have access to the records kept of the process followed.
- You and the school representative(s) will be informed in writing of the outcome, usually within 5 school days of the panel meeting.

The matter will then be closed as far as the school is concerned.

If you believe the Governing Body has acted illegally or arbitrarily in handling the complaint, then you may make representations to the Secretary of State for Children, Schools and Families.

Appendix 1- Complaints Form

REEVY HILL PRIMARY SCHOOL COMPLAINT FORM

Please complete this form and hand it to the Headteacher (or the Chair of Governors) who will acknowledge its receipt and inform you of the next stage of the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school's roll)
.....

Your address:

Daytime telephone number:.....

Evening telephone number:

Please give concise details of your complaint (including dates, names of witnesses etc) to allow the matter to be fully investigated:

You may continue onto a separate piece of paper or attach additional documents if you wish.

Number of additional pages attached: